



## **TITLE: Dashney Nordic Center Ambassador**

### **About Kingdom Trail Association**

Kingdom Trail Association (KT) is a nonprofit trail organization based in the Northeast Kingdom of Vermont that provides recreation and education opportunities for local residents and visitors while working to conserve natural resources and create economic stimulation. KT delivers its mission by partnering with landowners, local businesses, government agencies, and other non-profit organizations to create and manage inclusive outdoor recreation opportunities via a non-motorized trail network that is accessible to people of all abilities and identities through membership.

### **Job Summary**

Dashney Nordic Center Ambassador:

- The Nordic Center Ambassador is an important member of the KT Operations team. This key team member works in the Dashney Nordic Center to promote an enjoyable, safe experience for trail users by interacting in a friendly, helpful, and professional manner. This position is responsible for providing ski and snowshoe rentals, distributing trail information, selling KT memberships and merchandise, and serving as the gateway to the trail network, as well as the first point of contact for the Dashney Nordic trails. This role attends to the needs of visitors, seasonally (as winter conditions allow, estimated to run January-March with operating hours 9AM-3PM on weekends/holidays only).
- For the right person, there is the opportunity to train and work additional hours as a trail groomer.

### **Join the KT Team**

The Nordic Center Ambassador works closely with the following KT team members:

- Supervised, supported, and evaluated by the KT Membership & Trail Experience Manager, who is supervised directly by the KT Executive Director and Trails Director.
- Works alongside KT Volunteers, KT directors and managers, and community members.

### **Core Job Responsibilities**

- Customer and member relations; greeting visitors, fitting and distributing Nordic ski and snowshoe rentals, membership & retail sales, waiver collection, nordic trail route recommendations, area and association information dissemination, and fielding visitor questions.
- Perform opening and closing tasks, including regular updates to the trail grooming info. board.
- Respond to questions/comments from visitors via phone and in person.
- Maintain and foster positive working relations in the local and regional community.
- Provide quality customer service, including communicating the KT Code of Conduct as well as relevant [KT Policy and FAQs](#) to individuals and groups so that all feel safe and supported on the trails.
- Perform general indoor and outdoor Nordic Center cleaning and maintenance.
- Maintains a high-quality work standard with complete commitment to the mission of KT.
- Other duties as assigned that fall within the scope of supporting daily Nordic Center operations.

### **Desired Qualifications/Requirements/Skills**

- Ability to work independently and as part of a team.
- Ability to communicate effectively in writing and verbally, including telephone etiquette.
- A passion for outdoor recreation and conservation, and/or interest in and knowledge of the outdoor recreation industry and culture.
- Knowledge of the KT mission, knowledge of the local area, and/or knowledge of the Dashney Nordic trails.
- Creative, flexible, and a positive, forward-thinking attitude.
- Must be physically able to execute core job responsibilities in the Nordic Center. This includes the following: the ability to sit or stand for extended periods of time, the ability to lift 50 pounds.
- Available to work weekends and holidays, 9AM-3PM (Requirement).
- First Aid/CPR certification preferred.
- Ability to remain flexible and be willing to pitch in to support Nordic operations.
- Strong organizational skills, including the ability to manage multiple tasks effectively.

### **Benefits**

- Supportive and respectful work environment.
- Flexibility in scheduling.
- Free Individual Annual KT Membership.
- KT-branded apparel is provided, and an employee discount on KT merchandise.
- Encouragement of outdoor recreation!
- Paid lunch break.
- Paid training.
- Hourly seasonal wage of \$14.01-\$18.00 based upon experience.

### **Core Values**

Ideal candidates' behavior and leadership will align with KT Core Values:

- We welcome all who visit and live in our region.
- We prioritize access and inclusion.
- We use our trails with gratitude and respect.
- We communicate with honesty and transparency.
- We invite respectful and diverse opinions.
- We steward smart growth in collaboration with our landowners and other stakeholders.
- We embrace outdoor recreation, health and safety as a shared responsibility.
- We grow wisely by listening, learning and evolving.

**To be considered for this position, submit a resume to [apply@kingdomtrails.org](mailto:apply@kingdomtrails.org)**

*Kingdom Trail Association provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex or sexual identity, gender or gender identity, national origin, age, ability, or genetics.*